












Service Commitments and Stakeholder Obligations

COMMITMENT	TIMEFRAME	STAKEHOLDER	COST
<ul style="list-style-type: none"> Process and issue membership cards Issue urgent cards Issue company and sponsor codes Issue membership number 	<p>REGISTRATION</p> <ul style="list-style-type: none"> 7 working days 1 working day 14 working days Immediately 	<ul style="list-style-type: none"> complete and submit application form fill application forms clearly and accurately provide all specified documents 	<p>Free of charge</p> 
<ul style="list-style-type: none"> Acknowledge receipt of contributions Update individual account 	<p>PAYMENTS</p> <ul style="list-style-type: none"> Immediately Immediately 	<p>Employer</p> <ul style="list-style-type: none"> Deduct monthly contributions appropriately Upload by-product Pay at our designated pay points Provide correct employee information Observe payment deadlines (before the 9th of every month) <p>Self employed</p> <ul style="list-style-type: none"> Remit contributions Observe payment (before the 9th of every month. However, to access benefits, payments for the current month must be fully paid) 	<ul style="list-style-type: none"> As per gazetted deduction schedule 
<ul style="list-style-type: none"> Acknowledge claims submission Process and pay claims 	<p>CLAIMS PROCESSING</p> <ul style="list-style-type: none"> Immediately 14 working days 	<p>Employer</p> <ul style="list-style-type: none"> Prepare and document claim as per NHIF guidelines Submit all required and valid documents Submit claims within 90 days from the date of patient discharge Resubmit rejected claims within 30 days Do not falsify claims 	<p>Free of charge</p> 
<ul style="list-style-type: none"> Acknowledge applications for declaration and contracting Issue inspection reports of health facilities for declaration and contracting 	<p>DECLARING AND CONTRACTING OF HEALTHCARE PROVIDERS</p> <ul style="list-style-type: none"> Immediately 14 working days 	<ul style="list-style-type: none"> Observe contract Maintain high quality service standards Pay the declaration fee as prescribed Notify visits, admissions and discharges immediately 	<p>Free of charge</p> 
<ul style="list-style-type: none"> Acknowledge and document problems 	<p>NHIF TENANTS</p> <ul style="list-style-type: none"> 24 hours 	<ul style="list-style-type: none"> Pay rent as specified in the contract Observe contract terms 	<p>Free of charge</p> 
<ul style="list-style-type: none"> Advertise tenders for goods, services and works on print media 	<p>SUPPLIERS OF GOODS, SERVICES AND WORKS</p> <ul style="list-style-type: none"> 14 Days prior to tender awards 	<ul style="list-style-type: none"> Have the right certification in field of operation Supply goods and or services as per specifications and on time Forward invoice(s) for services rendered or goods delivered 	<ul style="list-style-type: none"> Maximum Ksh 1000 Per tender document Downloaded tender documents are free 
<ul style="list-style-type: none"> Notify bidders of tendering process results Process invoices 	<ul style="list-style-type: none"> Within 14 days 30 working days 		
<ul style="list-style-type: none"> Attend to customers at the counter Respond to enquiries 	<p>PROVIDING PROMPT SERVICES AND RESPONSES</p> <ul style="list-style-type: none"> Immediately Within 1 working day 	<ul style="list-style-type: none"> Observe NHIF rules and regulations Be courteous when dealing with our staff Provide the required support No smoking No corruption 	<p>Free of charge</p> 
<ul style="list-style-type: none"> Acknowledge and escalate concerns Determine and agree on a course of action and respond appropriately 	<p>ACTING ON YOUR FEEDBACK</p> <ul style="list-style-type: none"> Within 1 working day Within 5 working days 	<ul style="list-style-type: none"> Communicate compliments, suggestions and complaints to enable us serve you better 	<p>Free of charge</p> 